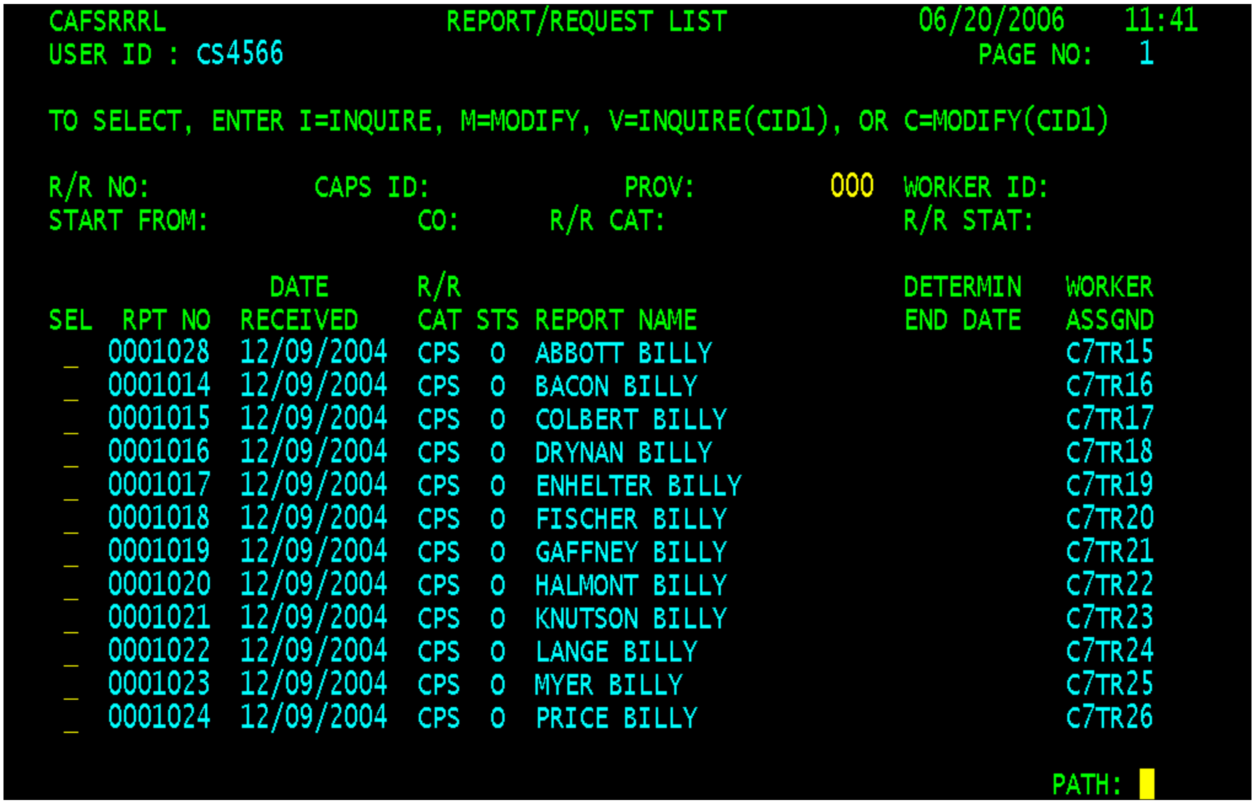
## RRRL – Report/Request List



```
CAFSRRRL                   REPORT/REQUEST LIST              06/20/2006    11:41
USER ID : CS4566                                               PAGE NO:   1

TO SELECT, ENTER I=INQUIRE, M=MODIFY, V=INQUIRE(CID1), OR C=MODIFY(CID1)

R/R NO:            CAPS ID:             PROV:         000  WORKER ID:
START FROM:               CO:      R/R CAT:                R/R STAT:

                DATE       R/R                             DETERMIN    WORKER
SEL   RPT NO    RECEIVED   CAT STS REPORT NAME             END DATE    ASSGND
 _   0001028  12/09/2004  CPS  O  ABBOTT BILLY                         C7TR15
 _   0001014  12/09/2004  CPS  O  BACON BILLY                          C7TR16
 _   0001015  12/09/2004  CPS  O  COLBERT BILLY                        C7TR17
 _   0001016  12/09/2004  CPS  O  DRYNAN BILLY                         C7TR18
 _   0001017  12/09/2004  CPS  O  ENHELTER BILLY                       C7TR19
 _   0001018  12/09/2004  CPS  O  FISCHER BILLY                        C7TR20
 _   0001019  12/09/2004  CPS  O  GAFFNEY BILLY                        C7TR21
 _   0001020  12/09/2004  CPS  O  HALMONT BILLY                        C7TR22
 _   0001021  12/09/2004  CPS  O  KNUTSON BILLY                        C7TR23
 _   0001022  12/09/2004  CPS  O  LANGE BILLY                          C7TR24
 _   0001023  12/09/2004  CPS  O  MYER BILLY                           C7TR25
 _   0001024  12/09/2004  CPS  O  PRICE BILLY                          C7TR26

                                                                  PATH:
```

- This screen displays all of the Report/Request events in order by:
  - Date received
  - Most recent report on that date (if more than one referral on a specific date)

- The worker can INQUIRE/MODIFY (RRD1), or VIEW/CHANGE (CID1) up to fifty (50) referrals at one time. When the worker presses ENTER, RRD1 or CID1 will be displayed for the first referral. To page through the referrals selected, press F8 (forward) or F7 (backward).
  - NOTE: Workers cannot mix I/M select codes with V/C select codes

- Place the cursor under the WORKER ASSGND field and press F12 – the identifying information for that worker will be displayed.

- Available search criteria is R/R number, CAPS ID, PROVIDER ID, WORKER ID, Start From Date, County, Category and Status

### <u>"V" – Inquire CID1 Information</u>

- If a CI worker or field worker selects a report/request that was originally added on CID1 with a 'V', the worker will be taken to CID1 in INQUIRE mode

- If a CI worker or field worker selects a report/request that was originally added on RRD1 with a ‘V’, a message will display that says “CID1 DOES NOT EXIST”

## “C” – Modify CID1 Information

- The select code of ‘C’ will only be valid for the assigned CI worker. If a field worker selects a report/request with a ‘C’, a message will display that says “USER DOES NOT HAVE UPDATE ACCESS”

- If a CI worker selects a report/request that was originally added on CID1 with a ‘C’, one of the following will occur:
  - If the report/request is open and assigned to a CI worker, that worker will be taken to CID1 in modify mode for that report/request
  - If the report/request was closed on CID1, a “USER DOES NOT HAVE UPDATE ACCESS” message will display
  - If the report/request is assigned to a field worker, a “USER DOES NOT HAVE UPDATE ACCESS” message will display

- If a CI worker or field worker selects a report/request that was originally added on RRD1 with a ‘C’, a message will display that says “CID1 DOES NOT EXIST”

## “M” – Modify RRD1 Information

- If a field worker selects a report/request that was closed on CID1 with an ‘M’, a message will display that says “USER DOES NOT HAVE UPDATE ACCESS”

- If a field worker selects a report/request that is assigned to a CI worker with an ‘M’ a message will display that says “USER DOES NOT HAVE UPDATE ACCESS”

- If a CI worker selects a report/request that was originally added on RRD1 with an ‘M’, a message will display that says “USER DOES NOT HAVE UPDATE ACCESS”

## “I” – Inquire RRD1 Information

- A CI worker will be able to select all report/requests with an ‘I’

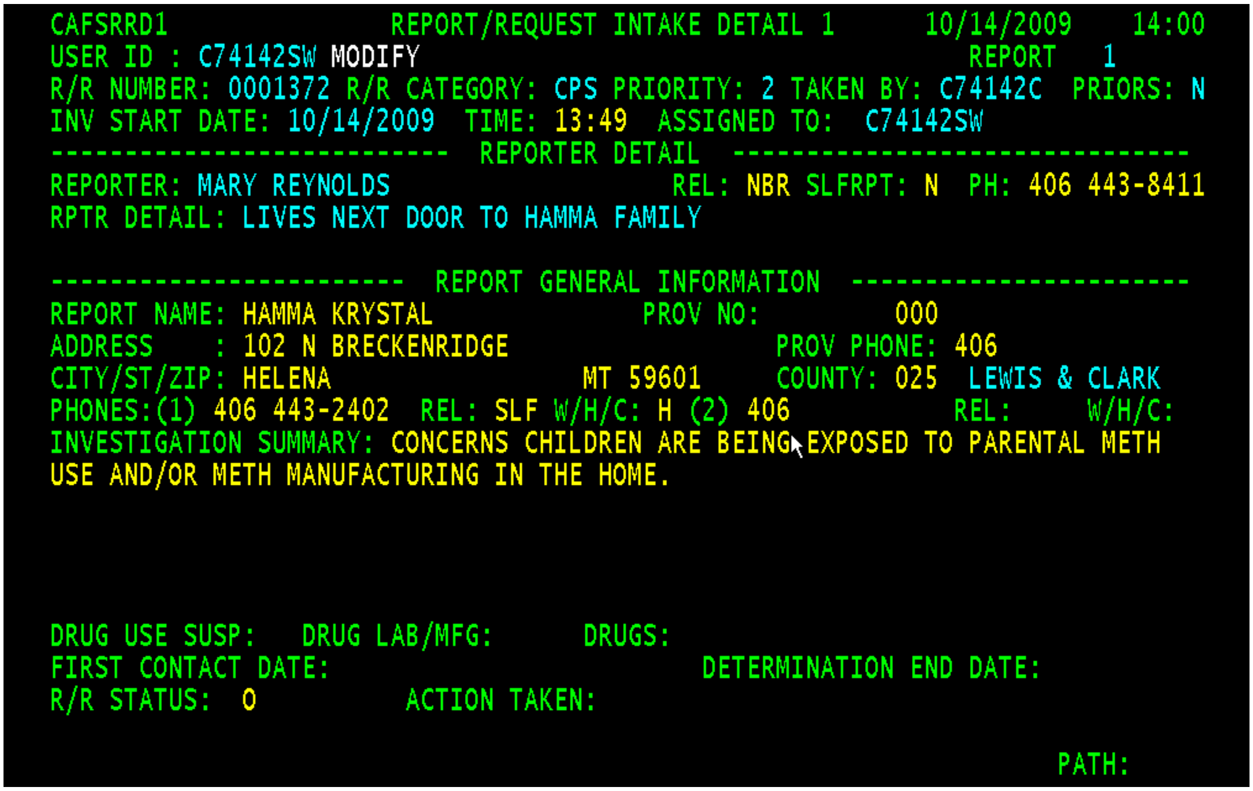
- A field worker will be able to select all non-tribal report/requests with an ‘I’

## Adding a Referral

- If a CI worker presses F11 from RRRL, they will be taken to CID1 in add mode

- If a field worker presses F11 from RRRL, they will be taken to RRD1 in add mode

**RRD1 - Report Request Intake Detail 1**



```
CAFSRRD1              REPORT/REQUEST INTAKE DETAIL 1      10/14/2009    14:00
USER ID : C74142SW MODIFY                                    REPORT    1
R/R NUMBER: 0001372 R/R CATEGORY: CPS PRIORITY: 2 TAKEN BY: C74142C  PRIORS: N
INV START DATE: 10/14/2009  TIME: 13:49  ASSIGNED TO:  C74142SW
---------------------------  REPORTER DETAIL  -------------------------------
REPORTER: MARY REYNOLDS                     REL: NBR SLFRPT: N   PH: 406 443-8411
RPTR DETAIL: LIVES NEXT DOOR TO HAMMA FAMILY

------------------------  REPORT GENERAL INFORMATION  -----------------------
REPORT NAME: HAMMA KRYSTAL                 PROV NO:          000
ADDRESS    : 102 N BRECKENRIDGE                     PROV PHONE: 406
CITY/ST/ZIP: HELENA                    MT 59601     COUNTY: 025  LEWIS & CLARK
PHONES:(1) 406 443-2402  REL: SLF W/H/C: H (2) 406           REL:     W/H/C:
INVESTIGATION SUMMARY: CONCERNS CHILDREN ARE BEING EXPOSED TO PARENTAL METH
USE AND/OR METH MANUFACTURING IN THE HOME.




DRUG USE SUSP:   DRUG LAB/MFG:      DRUGS:
FIRST CONTACT DATE:                         DETERMINATION END DATE:
R/R STATUS:  O          ACTION TAKEN:

                                                                   PATH:
```

- Most of the information displayed on RRD1 is a "workable copy" of the information that was entered on the CID1 screen
  - PRIORITY can only be modified by the regional RRC supertask worker

- The sixty (60) day determination requirement is based on the investigation start date (the date the report is received), not the first contact date

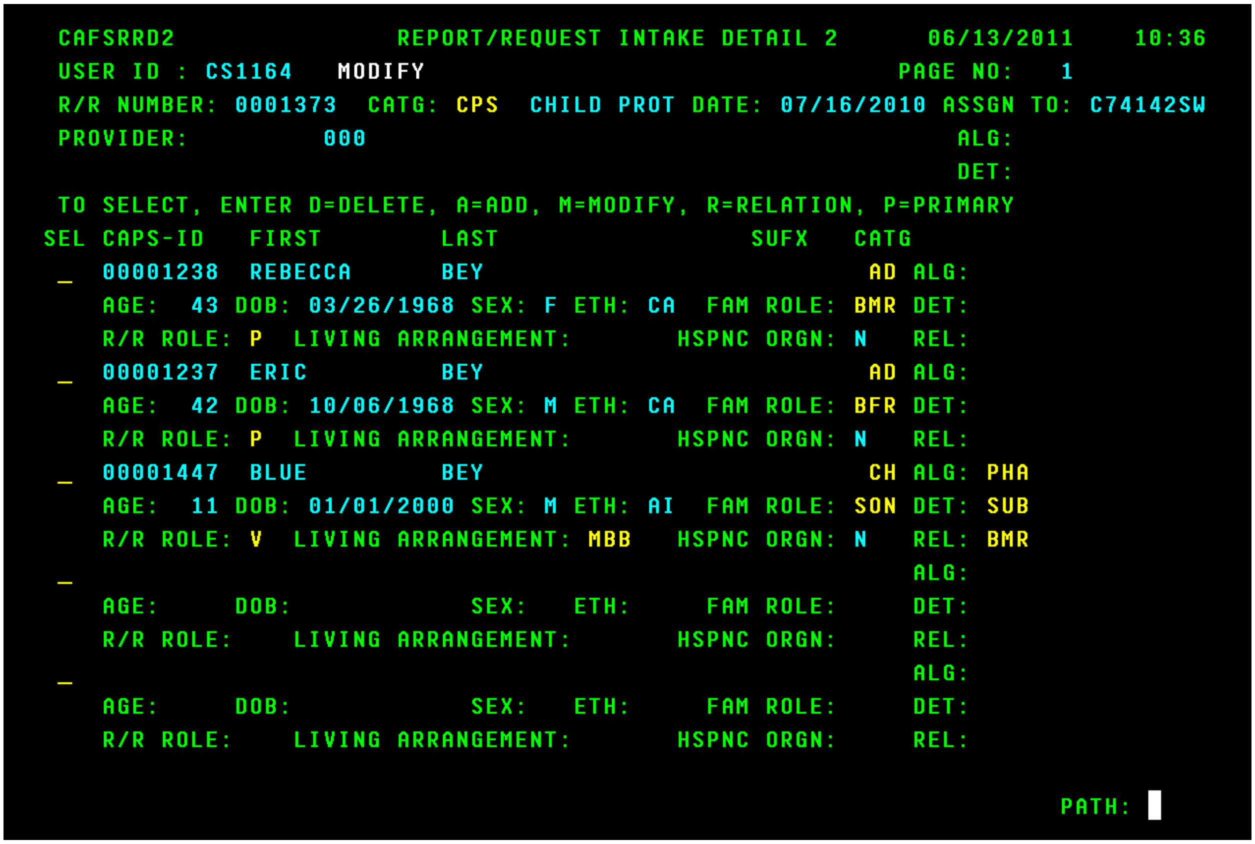
- PRIORS (upper right hand corner). This field is display only on RRD1 – it is entered by Centralized Intake unit staff on the CID1 screen

- INVESTIGATION SUMMARY. This field is used to enter a summary of the investigation when a referral is about to be closed. All investigation notes and documentation should be entered on RRD3 or as TEXT. Centralized Intake will use this area of RRD1 to help them to determine PRIOR history

- The DRUG USE SUSP field will be required at the time of closure. DRUG LAB/MFG and DRUGS fields will be optional.

- Field workers (with the exception of tribal workers) **<u>cannot</u>** add CPS, CPI and CFS referrals on RRD1.

## RRD2 - Report Request Intake Detail 2



```
 CAFSRRD2               REPORT/REQUEST INTAKE DETAIL 2      06/13/2011    10:36
 USER ID : CS1164   MODIFY                                PAGE NO:    1
 R/R NUMBER: 0001373  CATG: CPS  CHILD PROT DATE: 07/16/2010 ASSGN TO: C74142SW
 PROVIDER:          000                                           ALG:
                                                                  DET:
 TO SELECT, ENTER D=DELETE, A=ADD, M=MODIFY, R=RELATION, P=PRIMARY
SEL CAPS-ID   FIRST        LAST                 SUFX   CATG
 _  00001238  REBECCA      BEY                          AD ALG:
    AGE:  43 DOB: 03/26/1968 SEX: F ETH: CA  FAM ROLE: BMR DET:
    R/R ROLE: P  LIVING ARRANGEMENT:       HSPNC ORGN: N   REL:
 _  00001237  ERIC         BEY                          AD ALG:
    AGE:  42 DOB: 10/06/1968 SEX: M ETH: CA  FAM ROLE: BFR DET:
    R/R ROLE: P  LIVING ARRANGEMENT:       HSPNC ORGN: N   REL:
 _  00001447  BLUE         BEY                          CH ALG: PHA
    AGE:  11 DOB: 01/01/2000 SEX: M ETH: AI  FAM ROLE: SON DET: SUB
    R/R ROLE: V  LIVING ARRANGEMENT: MBB   HSPNC ORGN: N   REL: BMR
 _                                                         ALG:
    AGE:     DOB:            SEX:   ETH:     FAM ROLE:     DET:
    R/R ROLE:    LIVING ARRANGEMENT:       HSPNC ORGN:     REL:
 _                                                         ALG:
    AGE:     DOB:            SEX:   ETH:     FAM ROLE:     DET:
    R/R ROLE:    LIVING ARRANGEMENT:       HSPNC ORGN:     REL:

                                                                     PATH:
```

- This screen initially captures the provider identification number if appropriate and information about all persons involved in the report

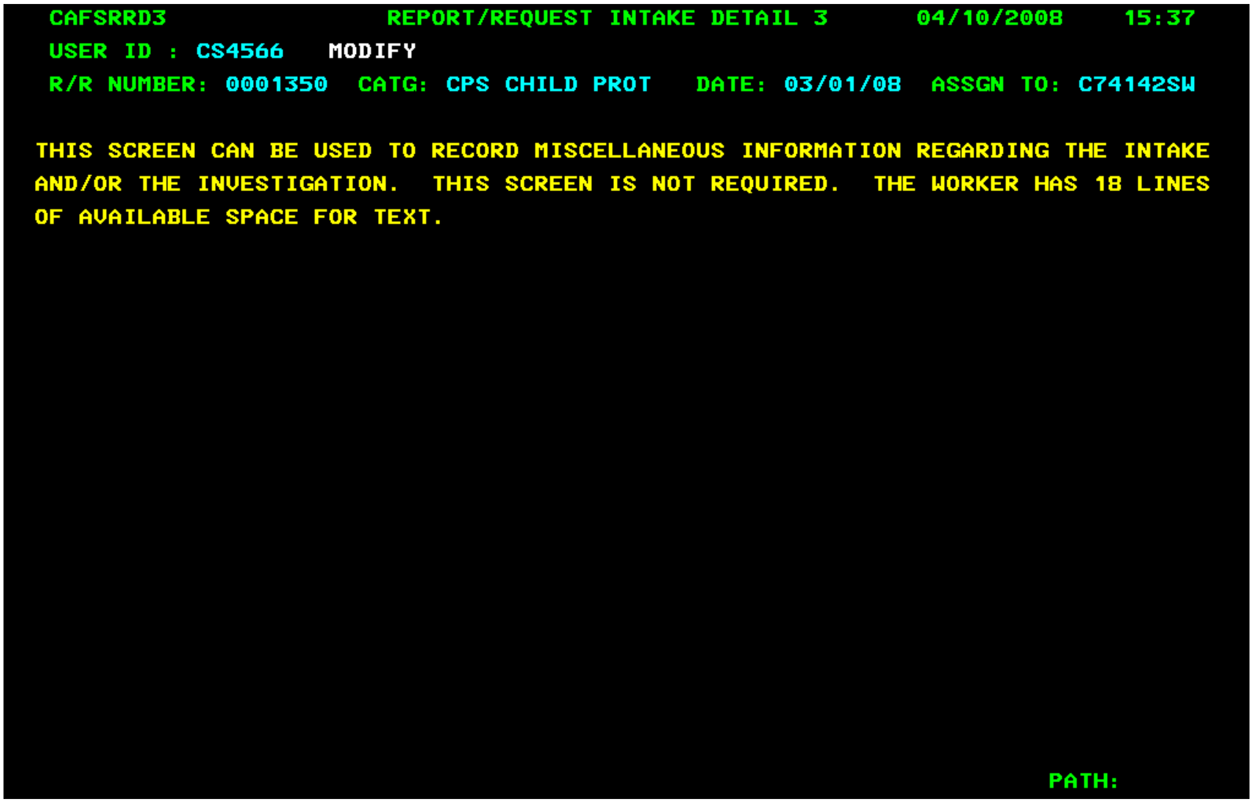
- Can search or add a person to the system
  - To search, press F12 in the CAPS ID field. CAPS will take you to PERS, and then PERL. If the person is found, select their CAPS ID with an "S".
  - If person is not found on PERL, press F11 (Add). Once added on PERD, press Shift-F9 to bring the person in the header back to RRD2.

- Can set up relationships between report persons using the "P" and "R" select codes

- Living arrangement (F12 lookup) will be required for each victim on the report

- If allegations are substantiated, the worker should enter the determination code of SUP (substantiation pending) to allow due process to the perpetrator. After 30 days, if no fair hearing is requested, the code will be changed to SUB. If a fair hearing is requested, the code will be changed to FHR. If the substantiation is overturned the code will be changed to UNX. If criminal charges are pending, the code will be changed to CCP and pending the outcome of the charges will then be changed to SUB or to FHR, SUB or UNX depending on whether a fair hearing is or is not requested.

## RRD3-Report/Request Intake Detail 3



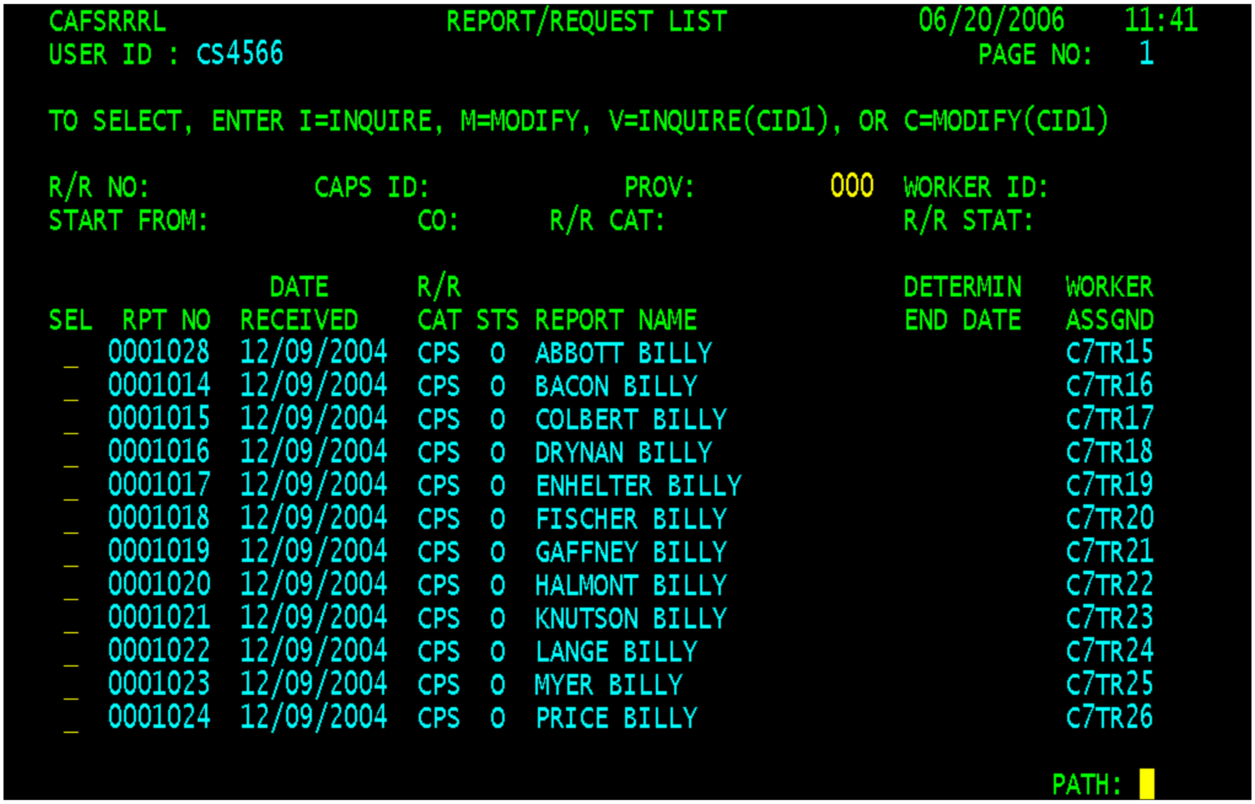
```
CAFSRRD3                REPORT/REQUEST INTAKE DETAIL 3       04/10/2008    15:37
USER ID : CS4566   MODIFY
R/R NUMBER: 0001350  CATG: CPS CHILD PROT   DATE: 03/01/08  ASSGN TO: C74142SW

THIS SCREEN CAN BE USED TO RECORD MISCELLANEOUS INFORMATION REGARDING THE INTAKE
AND/OR THE INVESTIGATION.  THIS SCREEN IS NOT REQUIRED.  THE WORKER HAS 18 LINES
OF AVAILABLE SPACE FOR TEXT.

                                                                   PATH:
```

- This screen is used to enter comments associated with the report/referral from RRD1 and/or RRD2

- To access this screen type RRD3 in the PATH from either RRD1 or RRD2.  (Be sure to UPDATE RRD1/RRD2 before accessing RRD3)

- Up to 18 lines of comments can be written
    - If more comment space is needed, notes should be added through use of the DocGen system

## RRRL – Report/Request List



```
CAFSRRRL                   REPORT/REQUEST LIST              06/20/2006    11:41
USER ID : CS4566                                                 PAGE NO:   1

TO SELECT, ENTER I=INQUIRE, M=MODIFY, V=INQUIRE(CID1), OR C=MODIFY(CID1)

R/R NO:           CAPS ID:            PROV:          000  WORKER ID:
START FROM:              CO:     R/R CAT:                 R/R STAT:

               DATE       R/R                             DETERMIN    WORKER
SEL  RPT NO   RECEIVED    CAT STS REPORT NAME             END DATE    ASSGND
 _   0001028 12/09/2004  CPS  O  ABBOTT BILLY                         C7TR15
 _   0001014 12/09/2004  CPS  O  BACON BILLY                          C7TR16
 _   0001015 12/09/2004  CPS  O  COLBERT BILLY                        C7TR17
 _   0001016 12/09/2004  CPS  O  DRYNAN BILLY                         C7TR18
 _   0001017 12/09/2004  CPS  O  ENHELTER BILLY                       C7TR19
 _   0001018 12/09/2004  CPS  O  FISCHER BILLY                        C7TR20
 _   0001019 12/09/2004  CPS  O  GAFFNEY BILLY                        C7TR21
 _   0001020 12/09/2004  CPS  O  HALMONT BILLY                        C7TR22
 _   0001021 12/09/2004  CPS  O  KNUTSON BILLY                        C7TR23
 _   0001022 12/09/2004  CPS  O  LANGE BILLY                          C7TR24
 _   0001023 12/09/2004  CPS  O  MYER BILLY                           C7TR25
 _   0001024 12/09/2004  CPS  O  PRICE BILLY                          C7TR26

                                                                  PATH: █
```

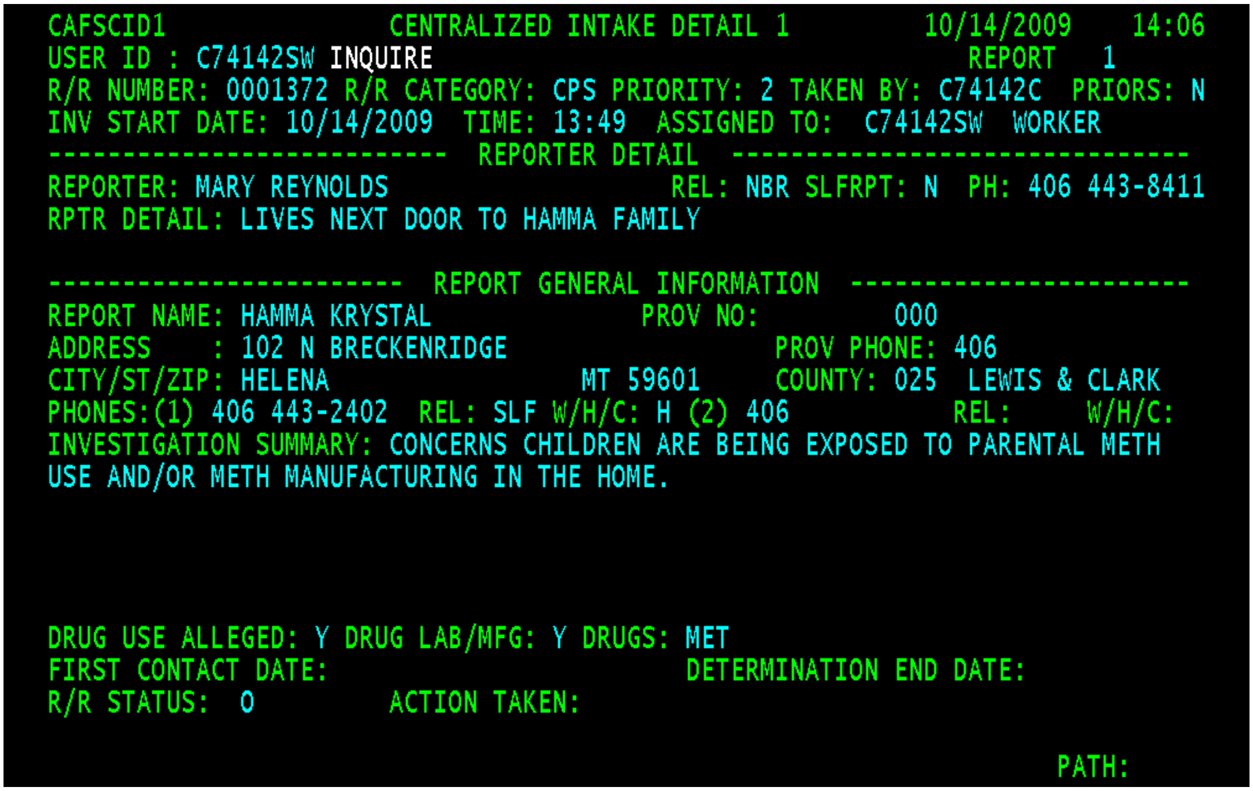
- This screen displays all of the Report/Request events in order by:
  - Date received
  - Most recent report on that date (if more than one referral on a specific date)

- The worker can INQUIRE/MODIFY (RRD1), or VIEW/CHANGE (CID1) up to fifty (50) referrals at one time. When the worker presses ENTER, RRD1 or CID1 will be displayed for the first referral. To page through the referrals selected, press F8 (forward) or F7 (backward).
  - NOTE: Workers cannot mix I/M select codes with V/C select codes

- Place the cursor under the WORKER ASSGND field and press F12 – the identifying information for that worker will be displayed.

- Available search criteria is R/R number, CAPS ID, PROVIDER ID, WORKER ID, Start From Date, County, Category and Status

## CID1 – Centralized Intake Detail 1



```
CAFSCID1               CENTRALIZED INTAKE DETAIL 1        10/14/2009    14:06
USER ID : C74142SW INQUIRE                                   REPORT   1
R/R NUMBER: 0001372 R/R CATEGORY: CPS PRIORITY: 2 TAKEN BY: C74142C  PRIORS: N
INV START DATE: 10/14/2009  TIME: 13:49  ASSIGNED TO:  C74142SW  WORKER
---------------------------  REPORTER DETAIL  -------------------------------
REPORTER: MARY REYNOLDS                   REL: NBR SLFRPT: N  PH: 406 443-8411
RPTR DETAIL: LIVES NEXT DOOR TO HAMMA FAMILY

------------------------  REPORT GENERAL INFORMATION  -----------------------
REPORT NAME: HAMMA KRYSTAL              PROV NO:         000
ADDRESS    : 102 N BRECKENRIDGE                  PROV PHONE: 406
CITY/ST/ZIP: HELENA                 MT 59601     COUNTY: 025  LEWIS & CLARK
PHONES:(1) 406 443-2402  REL: SLF W/H/C: H (2) 406          REL:     W/H/C:
INVESTIGATION SUMMARY: CONCERNS CHILDREN ARE BEING EXPOSED TO PARENTAL METH
USE AND/OR METH MANUFACTURING IN THE HOME.




DRUG USE ALLEGED: Y DRUG LAB/MFG: Y DRUGS: MET
FIRST CONTACT DATE:                        DETERMINATION END DATE:
R/R STATUS:  O         ACTION TAKEN:

                                                                   PATH:
```

- A CI worker can add a report/request with any report/request category type

- The “ASSIGNED TO:” field will be defaulted to the WORKER ID of the worker adding the report/request.
  - The field next to the “ASSIGNED TO:” field will contain the last name (as many characters as possible) of the worker whose USER ID appears in the “ASSIGNED TO:” field

## Assigning reports on CID1

- The CI worker adding the report/request will decide if the report/request should be assigned to a field worker. If so, the CI worker can change the “ASSIGNED TO:” USER ID from their ID to another worker.
  - If the CI worker changes the “ASSIGNED TO:” USER ID from their ID to another CI worker, a message will appear that says “MUST ASSIGN TO A NON CI WORKER”
  - If the CI worker changes the “ASSIGNED TO:” USER ID from their ID to a field worker ID, a confirm message will appear that says “TO CONFIRM, PRESS F16(SHIFT + F4), TO CANCEL PRESS ENTER”. This will ensure that the CI worker is done with the report/request.
  - The DRUG USE ALLEGED field will be required at the time of transfer. DRUG LAB/MFG and DRUGS fields will be optional.

  - The PRIORITY field will be required at the time of transfer.
  - The report/request information will then be “frozen”. This means that the report/request can no longer be modified on CID1.
  - A “workable” copy will be created once the report/request is assigned to a field worker
  - The “original” and “workable” copy will have the same report number.
  - Field workers will be able to make the required changes to their “workable” copy on RRD1, RRD2 and RRD3

**Closing reports on CID1**

- ➢ If a CI worker closes a report/request, a confirm message will appear that says “TO CONFIRM, PRESS F16(SHIFT + F4), TO CANCEL PRESS ENTER”
  - This will ensure that the CI worker is done with the report/request
  - The report/request will then be “frozen”. This means that the report/request can no longer be modified on CID1
  - RRC supertask workers will not be able to reopen report/requests that were closed on CID1
  - CIC supertask workers will be able to reopen report/requests that were closed on CID1
  - CI workers can only close R/R CATEGORY of ‘CPI’ on CID1. All other R/R CATEGORIES must be re-assigned to a field worker.

**Functionality**

- ➢ CI workers cannot enter data in the “INVESTIGATION START DATE:”, “DETERMINATION END DATE:”, or “ACTION TAKEN:” fields when a report/request has a category type other than ‘CPI’ . If data is entered in these fields for a R/R CATEGORY other than ‘CPI’ a message will display that says “WHEN USING THIS CATEGORY TYPE, FIELD MUST BE BLANK”

- ➢ CI workers will be able to modify all enterable fields until the report/request is re-assigned to a field worker or closed by a CI worker on CID1

- ➢ The INVESTIGATION SUMMARY field is enterable by CI. However, unless the R/R CATEGORY is ‘CPI’ and is going to be closed on CID1, CI workers should add any and all comments as TEXT and reserve this area for the field worker

- ➢ CI workers will be taken to CID2 automatically when a report/request is added and the R/R CATEGORY is ‘APS’, ‘CPS’, or ‘LIC’
  - If the R/R CATEGORY is something other than ‘APS’, ‘CPS’, or ‘LIC’, the worker will not be taken to CID2 automatically. The worker can type CID2 in the PATH and press ENTER to access CID2
  - A CI worker will not be taken to CID2 automatically when inquiring or modifying on a report/request. The worker can type CID2 in the PATH

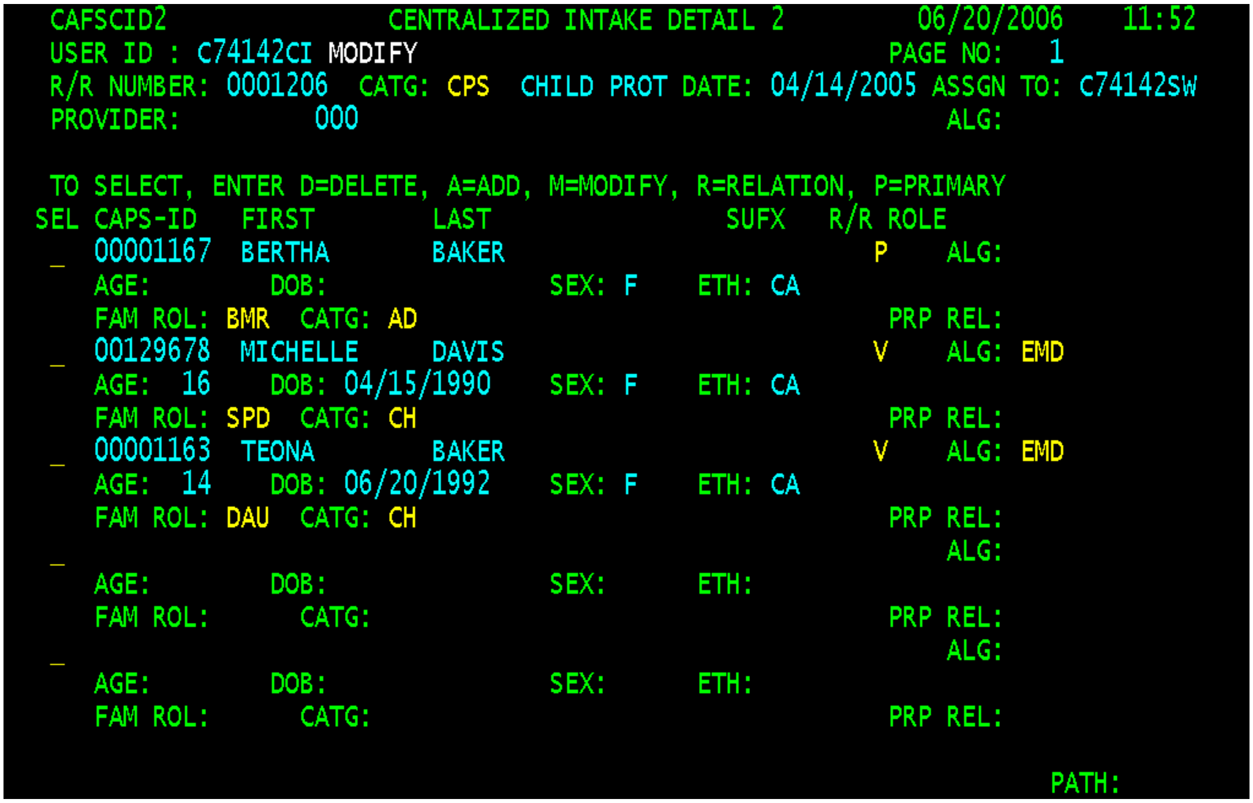
## Alerts

- RO1003 – REPORT &01 ADDED will be created for the supervisor of the 'TAKEN BY' ID

- RO1012 - REPORT &01 ASSIGNED BY CI WORKER &02 will be created when a report is re-assigned to a field worker.  The alert will be created for both the new assigned worker and their supervisor

- RO1008 - REPORT &01 NEED TO BE COMPLETED will be deleted from the CI workers alert when a report is re-assigned to a field worker
  - A new RO1008 alert is created for the reassigned worker (field worker) and their supervisor

## CID2 – Centralized Intake Detail 2



```
 CAFSCID2               CENTRALIZED INTAKE DETAIL 2         06/20/2006    11:52
 USER ID : C74142CI MODIFY                                PAGE NO:   1
 R/R NUMBER: 0001206  CATG: CPS  CHILD PROT DATE: 04/14/2005 ASSGN TO: C74142SW
 PROVIDER:         000                                        ALG:

 TO SELECT, ENTER D=DELETE, A=ADD, M=MODIFY, R=RELATION, P=PRIMARY
SEL CAPS-ID   FIRST        LAST                SUFX   R/R ROLE
 _  00001167  BERTHA       BAKER                         P    ALG:
    AGE:        DOB:               SEX: F    ETH: CA
    FAM ROL: BMR  CATG: AD                                PRP REL:
 _  00129678  MICHELLE     DAVIS                         V    ALG: EMD
    AGE:  16    DOB: 04/15/1990    SEX: F    ETH: CA
    FAM ROL: SPD  CATG: CH                                PRP REL:
 _  00001163  TEONA        BAKER                         V    ALG: EMD
    AGE:  14    DOB: 06/20/1992    SEX: F    ETH: CA
    FAM ROL: DAU  CATG: CH                                PRP REL:
 _                                                            ALG:
    AGE:        DOB:               SEX:      ETH:
    FAM ROL:      CATG:                                   PRP REL:
 _                                                            ALG:
    AGE:        DOB:               SEX:      ETH:
    FAM ROL:      CATG:                                   PRP REL:

                                                                     PATH:
```

- CID2 is accessed from CID1. Workers are either taken to CID2 automatically (R/R CATEGORY of ‘CPS’, ‘APS’ or ‘LIC’), or by typing CID2 in the PATH and pressing ENTER

- CI workers will be able to modify all enterable fields until the report/request is re-assigned to a field worker or closed by a CI worker on CID1

- Because CI workers will not be entering DETERMINATIONS on CID2, the RO1011 – “CHANGE DETERMINATION FROM SUP TO SUB IF NO REQUEST FOR FAIR HEARING” alert will not be created

## Duplicate Person Resolution

- CAPS has a duplicate resolution process where a worker can call the help desk and request that a duplicate CAPS ID be deleted for a person/client. If a CAPS ID is marked for deletion, all information that is tied to that ID will be transferred to the ID that was kept.

## Unfounded Report Purge Program

- CAPS has a process to purge information when a report is determined to be ‘UNF’ (Unfounded). The purge process is run once a month during nightly processing. The process checks all reports currently in CAPS by sweeping the database. Each report is checked to see if the report meets the purge requirements and, if those requirements are met, the report is purged.
  - **The system will determine if a CI report exists and purge that report as well.**

## Unsubstantiated Report Purge Program

- CAPS has a process to purge CPS referrals when a report is determined to be ‘UNS’ (Unsubstantiated) or ‘UNX’ (Unsubstantiated After Review) and CPI referrals after three years if no other reports are substantiated within that timeframe. The purge process is run once a month during nightly processing. The process checks all reports currently in CAPS by sweeping the database. Each report is checked to see if the report meets the purge requirements and, if those requirements are met, the report is purged.
  - **The system will determine if a CI report exists and purge that report as well.**

## CAPS Notes and DocGen System

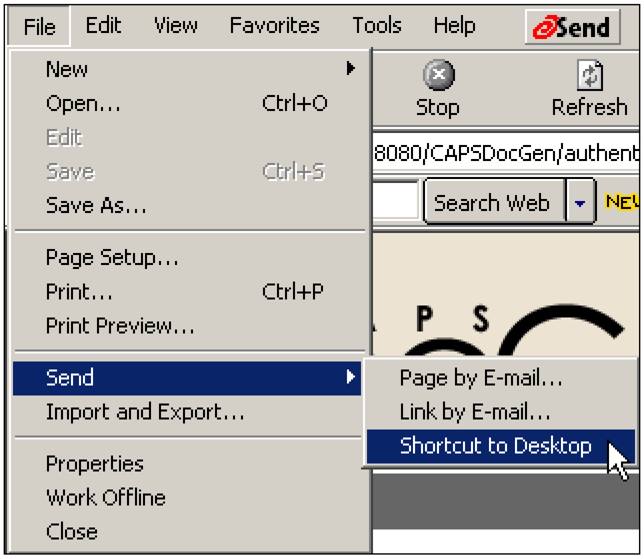
There are a couple of important items to note:

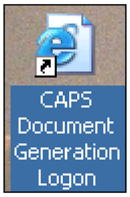
- **The URL for CAPS DocGen is [https://js.hhs.mt.gov:8445/CAPSDocGen/](https://js.hhs.mt.gov:8445/CAPSDocGen/) This URL is case-sensitive, so you must enter it EXACTLY as shown.**
- In order to use CAPS DocGen, you must have Adobe Reader loaded on your machine. If you do not already have Adobe Reader, this download is free and can be accessed through the Adobe website (www.adobe.com). If you have questions or concerns about downloading this software, contact your supervisor or network staff person.
- You DO NOT have to currently be in the CAPS system in order to run documents or to save or retrieve notes. Documents and notes are no longer "screen" specific.
- PLEASE log out following the logout procedures provided in this document.
- Use the menu options on the left of the screen or the link options on the bottom of the screen. **Do not use the BACK or FORWARD buttons to navigate in CAPS DocGen**.
- Should you receive any errors while attempting to process a document, store or retrieve notes, please contact the CAPS Help Desk as soon as possible.

### Creating a Desktop Shortcut

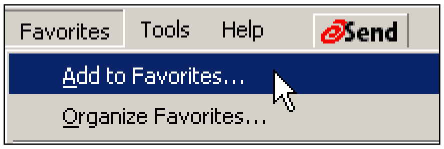
The easiest way to access the CAPS DocGen system is to select the icon that will display directly on your desktop. This way, when you select that icon, the CAPS DocGen Logon page will open and you don't have to keep trying to remember the URL! If you do not already have a CAPS DocGen icon, you can create one following these steps:

- Access the CAPS DocGen Logon page, click on FILE, select SEND, and select SHORTCUT TO DESKTOP.


File
Edit
View
Favorites
Tools
Help
Send
New
Open... Ctrl+O
Edit
Save Ctrl+S
Save As...
Page Setup...
Print... Ctrl+P
Print Preview...
Send
Import and Export...
Properties
Work Offline
Close
Stop
Refresh
8080/CAPSDocGen/authent
Search Web
Page by E-mail...
Link by E-mail...
Shortcut to Desktop

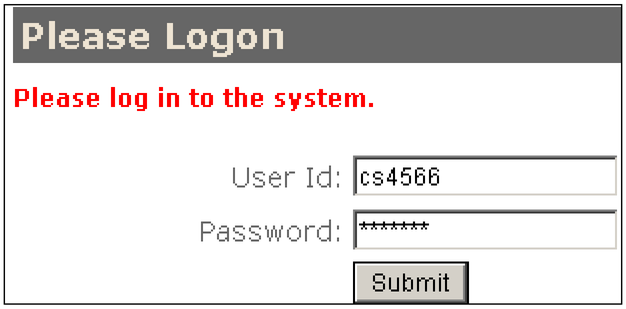


- That's all there is to it! The icon may look something like this . From now on, you can access the CAPS DocGen Logon screen by double-clicking this icon.
- If you are unable to create a shortcut following this format, or this option isn't available to you, please contact the DPHHS Help Desk at 444-9500. They will be able to help you create this shortcut.
- If you prefer, you may also add the CAPS DocGen Logon screen to your list of favorites by clicking FAVORITES, then selecting ADD TO FAVORITES.



**Logging On**

Before you can access the system, you must logon first. To logon, enter your mainframe USER ID and PASSWORD (this is the same ID and password you use to log onto the CAPS system. Once you have entered your ID and password, click on the Submit button or simply press your Enter key.



Please Logon

Please log in to the system.

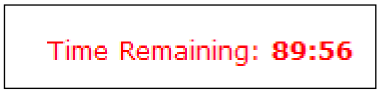
User Id: cs4566

Password: ********

If you experience any problems logging in to the system, there is a "contact the CAPS Help Desk" link to the right of the logon fields. When you click this link, Outlook will automatically open an e-mail message to the CAPS Help Desk. Be sure to enter what the problem is and/or any error messages you are receiving before you send your message so the problem can be researched more effectively.

Once you log on, the system will display the WELCOME page. From there, you can select any of the options available in the CAPS DocGen system.

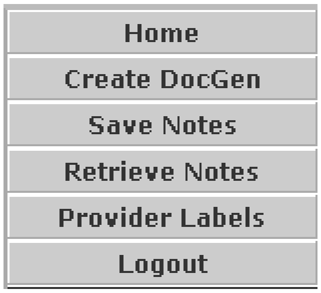
Once you log on, the system will display a time clock, letting you know how much longer you have before the system will time out.



Time Remaining: **89:56**

## General Screen Information

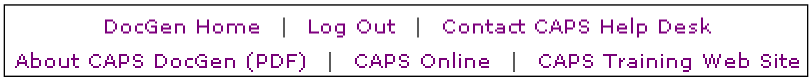
On the left hand side of each screen you should see a menu that looks like this:



Each option will be described in more detail in separate sections, but here is a brief summary:

- HOME – selecting this button will return you back to the CAPS DocGen Home/Welcome page.
- CREATE DOCGEN – selecting this button will take you to the Document Generation page where you will select the document you wish to generate.
- SAVE NOTES – selecting this button will take you to the Save Notes page where you will identify the notes association and file location of the notes document you saved previously.
- RETRIEVE NOTES – selecting this button will take you to the Retrieve Notes page where you will identify the notes association and appropriate ID number.
- PROVIDER LABELS – selecting this button will take you to the Provider Labels Request page where you can generate mailing labels for licensed facilities (this function will primarily be used by provider licensing staff.)
- LOGOUT – selecting this button will initiate your logoff from the CAPS DocGen system. **NOTE: it is important that you click the logout button when you are ready to leave this system. DO NOT simply click the "X" or select FILE, CLOSE.**

On the bottom of each screen, you should see options that look like this:


DocGen Home | Log Out | Contact CAPS Help Desk
About CAPS DocGen (PDF) | CAPS Online | CAPS Training Web Site

Some of these options perform the same function as the buttons on the left side of the screen. Others provide you with quick access to other websites. Here is a brief summary:

- DocGen Home – selecting this option will return you back to the CAPS DocGen Home/Welcome page.
- Log Out – selecting this option will initiate your logoff from the CAPS DocGen system. **Again, it is important to select either the logout button on the menu, or the logout link on the bottom of the screen when you are ready to leave this system.**
- Contact CAPS Help Desk – selecting this option will cause Outlook to automatically open an e-mail message to the CAPS Help Desk.
- About CAPS DocGen (PDF) – selecting this option will open a document that contains the information you are reading right now!

- CAPS Online – selecting this option will open a separate browser window where you can log into CAPS using online Attachmate. For further information on how to access CAPS online, contact the ITSD Help Desk at 444-2000 or isdcustsup@state.mt.us.
- CAPS Training Web Site – selecting this option will open a separate browser window where you can access information like the CAPS training schedule, CAPS training manuals, and the CFSD policy manual.

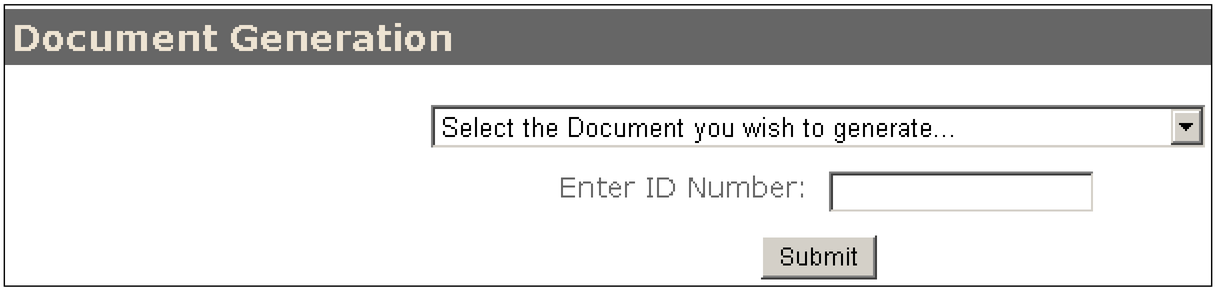
**Home Button**

Selecting the Home Button from the menu (or the DocGen Home link at the bottom of the screen) will return you back to the CAPS DocGen Home/Welcome page. **Do not use the BACK button**.

If you see Welcome Mary Reynolds (except with your name), you know you are on the Home/Welcome page.

**Create DocGen Button**

This is the button you will select when you want to create documents (for example, the Letter to the Perpetrator, Provider License, Foster Care Review or Juvenile Offense Record.) When you select the Create DocGen button, you will be taken to a screen where you should see the following:



You will no longer have access to every document available through this process. Document access is now associated to your staff type. What that means to you is, when you click the "Select the Document you wish to generate…" drop down list, you will only see those documents you have access to. For example, if you are a social worker, you will not see any of the juvenile probation documents on your list, and if you are a probation officer, you will not see any of the provider licensing documents on your list.

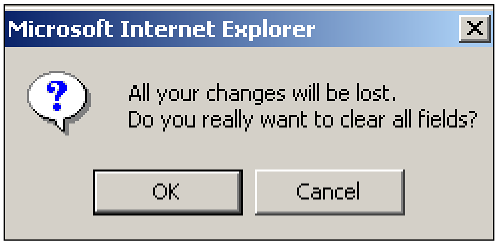
- If you believe you should have access to a specific document, and it is not on your list of available documents, please contact the CAPS Help Desk. Identify why you need access to this document and request that the document be added to your staff type.

Based on the document that you select, the text associated to the ID Number field will change. Person, Client or Juvenile related documents will require a CAPS ID, Report related documents will require a R/R number, and Provider related documents will require a Provider number. Once you select the document you wish to generate, the system will begin the process. One of the following will happen depending on the document you selected:

- Adobe will create the document for display in a separate browser window (depending on the version of Adobe Reader you have, you may be asked if you would like to “Open” or “Save” the document. Select “Open”.)
- The system will display a page of questions that must be answered before the document can be created.

If the system displays a page of questions, there will be three options available at the bottom of the page.

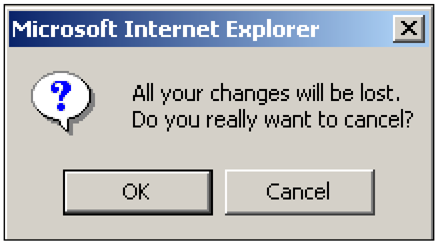
- Click [OK] when you are finished answering the questions and you wish to proceed with generating the document.
- Click [Clear All] if you would like to clear all of your answers and start again. You will receive the following message:

  All your changes will be lost.
  Do you really want to clear all fields?

  If you click OK, the question page will be refreshed and you can begin answering the questions again.

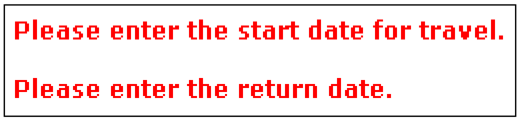
- Click [Cancel] if you would like to quit processing this document. You will receive the following message:

  All your changes will be lost.
  Do you really want to cancel?

  If you click OK, you will be returned to the Document Generation page.

The document will not continue processing until you have answered all of the required questions. If you missed any required questions/answers, you will be taken back to the top of the question page, and what is required will be listed in red like this:



Please enter the start date for travel.

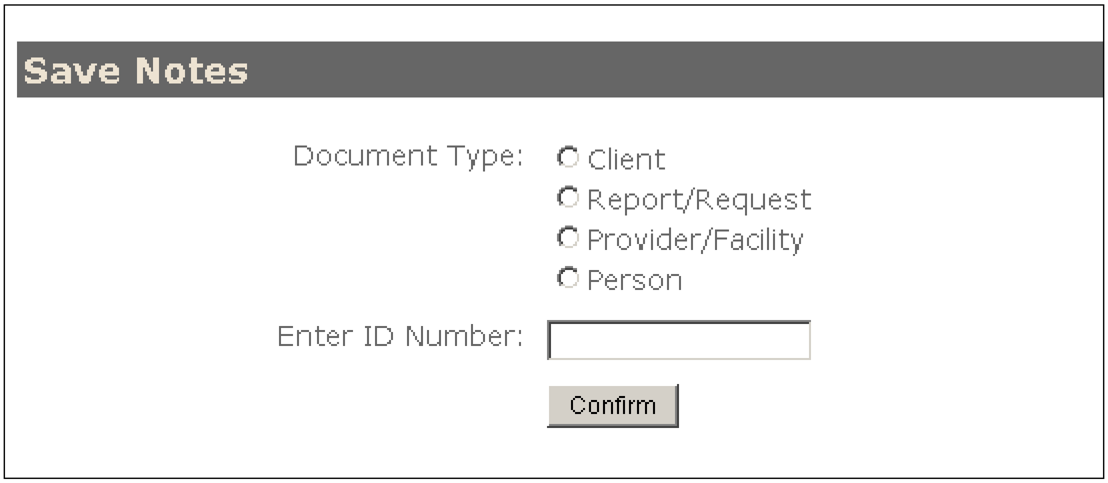
Please enter the return date.

It is **important** that any information that you want the document to pull from the CAPS system be entered **in the CAPS system**. Because the finished document will be displayed in PDF format, you will not have ability to modify the document before printing.

If you select a document that calls for notes to be retrieved, the system will display the list of all associated notes. You must open and print each note file separately in addition to the document you are processing.

**Save Notes Button**

This is the button you will select when you want to associate notes to a person, client, report/request, provider/facility or juvenile probation referral. When you select the Save Notes button, you will be taken to a screen where you should see the following:



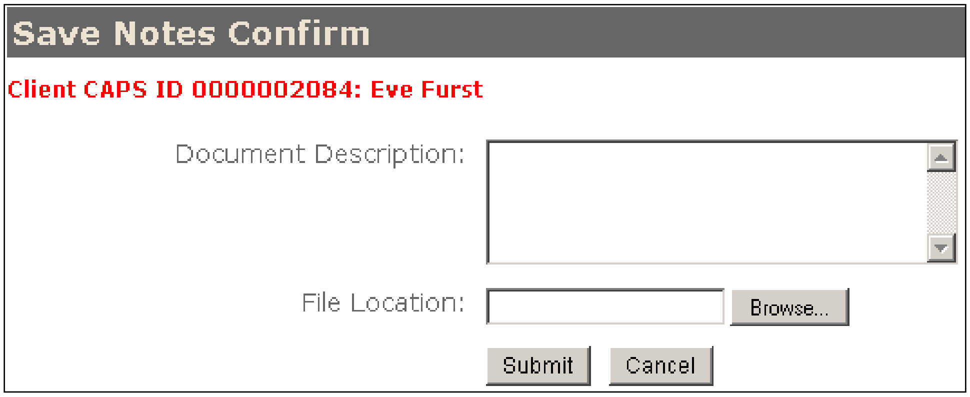
There are a couple of important things to remember regarding the Notes feature:

- Notes are no longer associated to a specific screen in the CAPS system.
- Notes no longer require the use of WordPerfect word processing software.
- You can save your notes initially wherever you would like (for example, on disk, in a shared directory or in your C: directory.)

You can type your notes using any word processing software. As a matter of fact, you don't have to use any word processing software at all. For example, if you have a spreadsheet in Excel, or a downloaded picture that you would like to attach as notes, you can!

- **IMPORTANT NOTE**: Regardless of the program that you use to save your notes, be sure to use the standard extensions that are assigned to these documents (for example, Word uses .doc, WordPerfect uses .wpd, Excel uses .xls). If you create "special" extensions (for example, .123 or .bob) the system does not know what program was used to create the document and will be unable to open it when it is selected for retrieval.

When you are ready to save your notes to CAPS, select the appropriate Document Type, enter the appropriate ID number, and then click Confirm. You should then be taken to a screen where you should see the following:


Save Notes Confirm
Document Description:
File Location:
Browse...
Submit
Cancel

Client CAPS ID 0000002084: Eve Furst

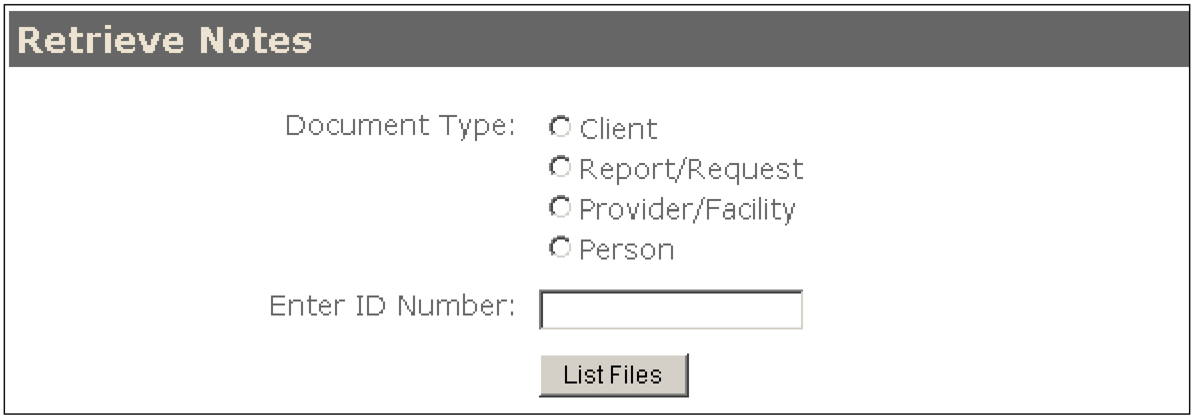
This is the Save Notes Confirm box. You will be able to view exactly who or what the notes will be associated with before you attach them. Make sure you are associating the notes to the correct person, client, provider, report or juvenile referral before submitting your file!

Enter a Document Description (you have space to enter up to 200 characters – this is to be considered a "title" for your notes), and then enter the File Location for your document (you can click on the Browse... button to search for your document if you are unsure of the location.)

Click Submit. If the notes were stored, you should see message "File successfully uploaded" displayed in red at the top of the screen.

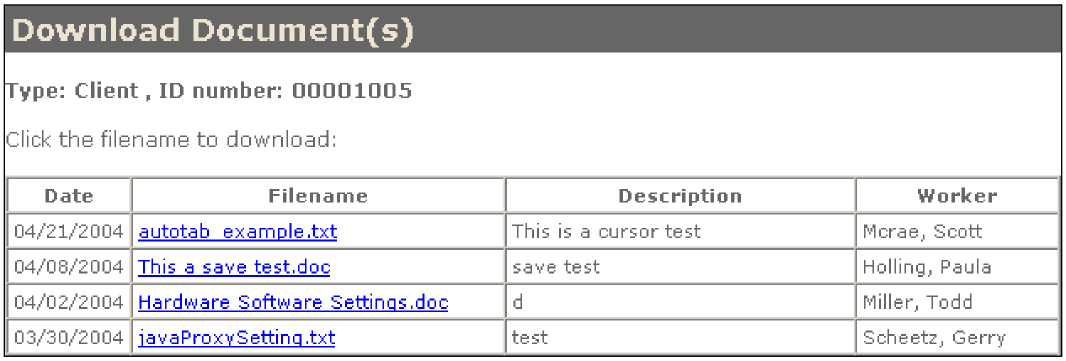
**Retrieve Notes Button**

This is the button you will select when you want to retrieve notes associated to a person, client, report/request, provider/facility or juvenile probation referral. When you select the Retrieve Notes button, you will be taken to a screen where you should see the following:


Retrieve Notes
Document Type:
○ Client
○ Report/Request
○ Provider/Facility
○ Person
Enter ID Number:
List Files

To retrieve the notes associated with a person, client, report/request, provider/facility or juvenile probation referral, select the appropriate document type and then the appropriate ID number.

Click List Files. The system will search for any notes associated to the document type and ID number that you have entered. If there are no notes, you will receive the following message: “there are no notes stored for the requested ID.” If there are notes, the system will display a list that will look similar to this:


Download Document(s)

Type: Client , ID number: 00001005

Click the filename to download:

| Date | Filename | Description | Worker |
|---|---|---|---|
| 04/21/2004 | autotab_example.txt | This is a cursor test | Mcrae, Scott |
| 04/08/2004 | This a save test.doc | save test | Holling, Paula |
| 04/02/2004 | Hardware Software Settings.doc | d | Miller, Todd |
| 03/30/2004 | javaProxySetting.txt | test | Scheetz, Gerry |

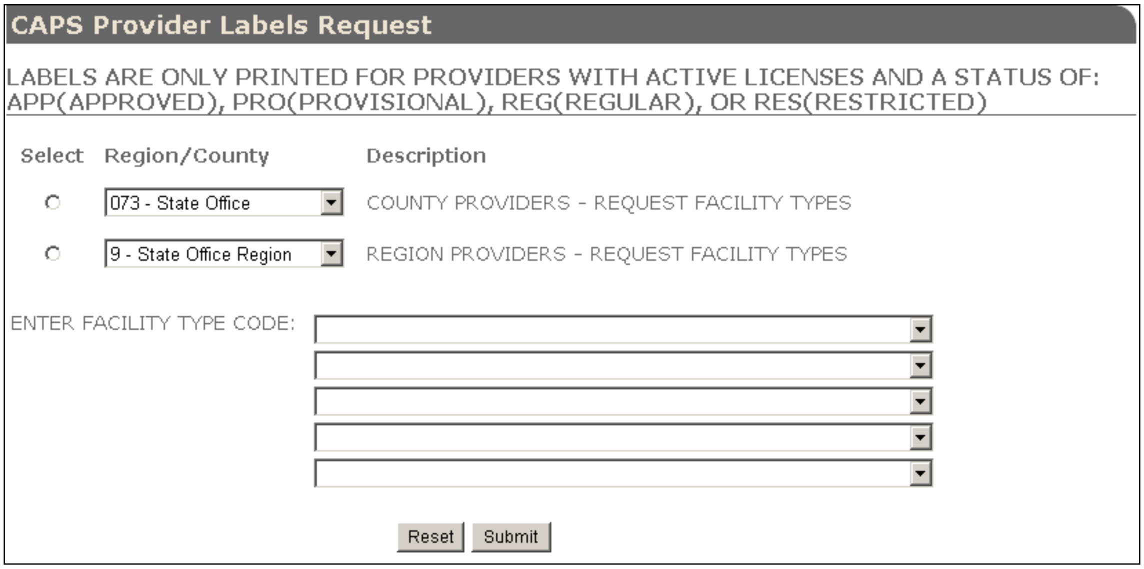
This list will display the date the notes were saved, the filename, a description of the notes, and the name of the worker that saved the notes.

To open a document, simply click on the Filename and the document will open in the program that it was saved in. (The exception to this is documents saved in WordPerfect (.wpd extension) will be opened in Word.)

### Provider Labels Button

This is the button you will select when you want to create mailing labels for selected facility types. When the Provider Labels option is selected, the CAPS Provider Labels Request page will display.

The CAPS Provider Labels Request page looks like this:


CAPS Provider Labels Request

LABELS ARE ONLY PRINTED FOR PROVIDERS WITH ACTIVE LICENSES AND A STATUS OF: APP(APPROVED), PRO(PROVISIONAL), REG(REGULAR), OR RES(RESTRICTED)

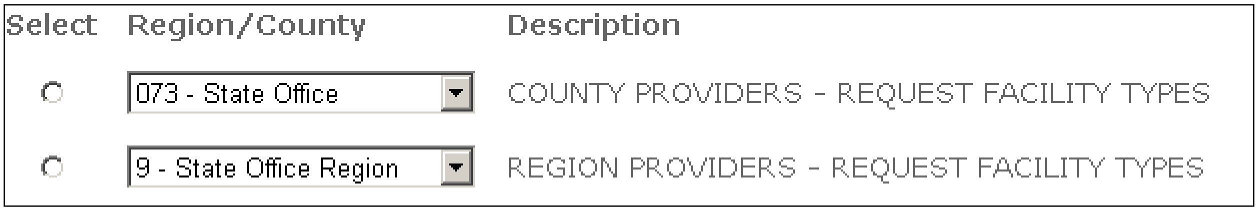
| Select | Region/County | Description |
|---|---|---|
| ○ | 073 - State Office | COUNTY PROVIDERS - REQUEST FACILITY TYPES |
| ○ | 9 - State Office Region | REGION PROVIDERS - REQUEST FACILITY TYPES |

ENTER FACILITY TYPE CODE:

Some important things to note when submitting a labels request:

- Labels will only be created for facilities with ACTIVE licenses. If a license is expired, terminated or suspended, a label will not be created.
- Labels will only be created for facilities with a STATUS of Approved (APP), Provisional (PRO), Regular (REG) and Restricted (RES). If a license has a status other than the four listed, a label will not be created (for example - "intending to be licensed" kinship licenses will not get a label.)
- The facility address used for the label will follow a hierarchy (if the facility has multiple address types listed on PADL.) This hierarchy is Mailing, Residential and Warrant. If a facility has no address on PADL, a label will be created that contains NO ADDRESS for the facility name and facility number.
- Labels for **adoption** facilities (ADP or CAA facility types) can only be requested by workers with a SPG (Program Bureau: Foster Care Specialist), SPE (Program Bureau: Adoption Specialist) or CRA (Regional FRS Supervisor) staff type.
- Labels for **tribal** facilities (TFA, TFF, TFN, TGK, TGN, TKI and TRA facility types) can only be requested by workers with a SPG (Program Bureau: Foster Care Specialist), SPE (Program Bureau: Adoption Specialist) or Tribal staff type.

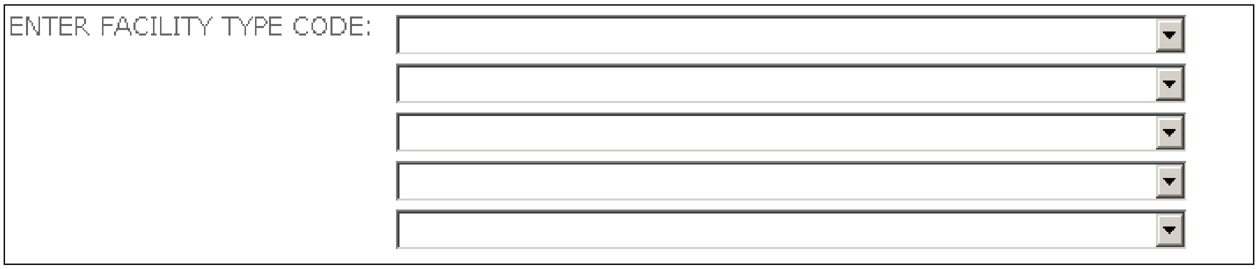
**Select Options**



| Select | Region/County | Description |
|---|---|---|
| ○ | 073 - State Office | COUNTY PROVIDERS - REQUEST FACILITY TYPES |
| ○ | 9 - State Office Region | REGION PROVIDERS - REQUEST FACILITY TYPES |

Your contact REGION and COUNTY will automatically be defaulted.

- Either the County or Region radio button must be selected in order to generate a labels request.
- County and Region are both drop-down lists and the county/region can be changed as necessary based on the labels needed (following security edits as identified above.)
- If a County or Region is not selected, you will receive an error message when you attempt to submit your request that a County or Region is required.



ENTER FACILITY TYPE CODE:

No facility types will automatically be defaulted.

- Facility Type Code is a drop-down list and at least one facility type must be selected in order to generate a labels request.
- Up to a maximum of five facility types can be selected.

- ➢ If at least one Facility Type Code is not selected, you will receive an error message when you attempt to submit your request that a Facility Type Code is required.

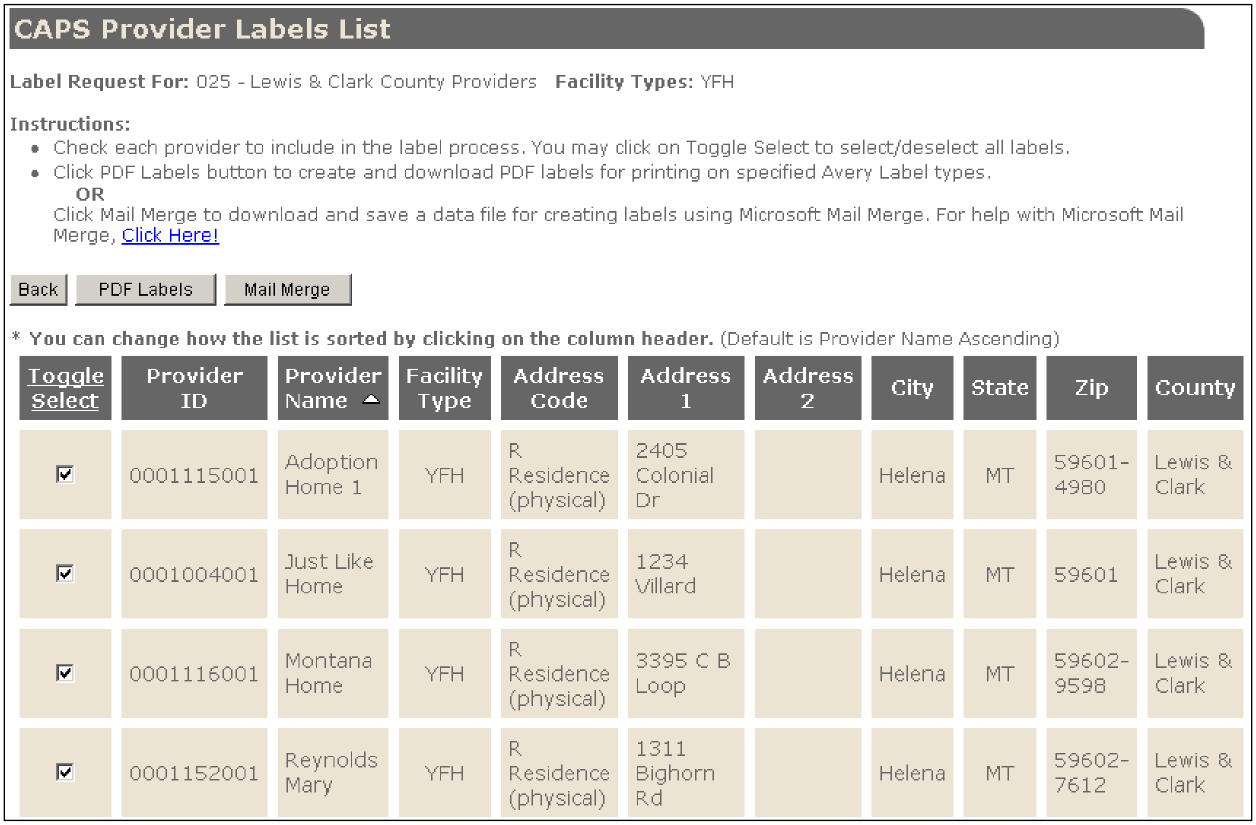
Reset
Submit

If you wish to clear all entries made on the labels request page before submitting, you can click the RESET button.
When you are ready to submit your request, you can click the SUBMIT button. When the submit button is selected, the CAPS Provider Label List will display.

- ➢ If there are no facilities matching the request, you will receive an error message when you attempt to submit your request that no providers were found matching the selected criteria.

## CAPS Provider Labels List

The CAPS Provider Labels List page looks like this:



**CAPS Provider Labels List**

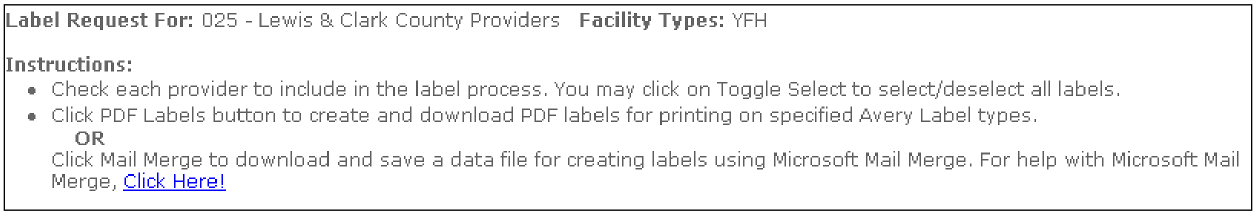
**Label Request For:** 025 - Lewis & Clark County Providers **Facility Types:** YFH

**Instructions:**
- Check each provider to include in the label process. You may click on Toggle Select to select/deselect all labels.
- Click PDF Labels button to create and download PDF labels for printing on specified Avery Label types.
  **OR**
  Click Mail Merge to download and save a data file for creating labels using Microsoft Mail Merge. For help with Microsoft Mail Merge, Click Here!

* **You can change how the list is sorted by clicking on the column header.** (Default is Provider Name Ascending)

| Toggle Select | Provider ID | Provider Name ▲ | Facility Type | Address Code | Address 1 | Address 2 | City | State | Zip | County |
|---|---|---|---|---|---|---|---|---|---|---|
| ☑ | 0001115001 | Adoption Home 1 | YFH | R Residence (physical) | 2405 Colonial Dr | | Helena | MT | 59601-4980 | Lewis & Clark |
| ☑ | 0001004001 | Just Like Home | YFH | R Residence (physical) | 1234 Villard | | Helena | MT | 59601 | Lewis & Clark |
| ☑ | 0001116001 | Montana Home | YFH | R Residence (physical) | 3395 C B Loop | | Helena | MT | 59602-9598 | Lewis & Clark |
| ☑ | 0001152001 | Reynolds Mary | YFH | R Residence (physical) | 1311 Bighorn Rd | | Helena | MT | 59602-7612 | Lewis & Clark |

This page will display the list of providers who match the criteria entered on the CAPS Provider Labels Request page.



**Label Request For:** 025 - Lewis & Clark County Providers **Facility Types:** YFH

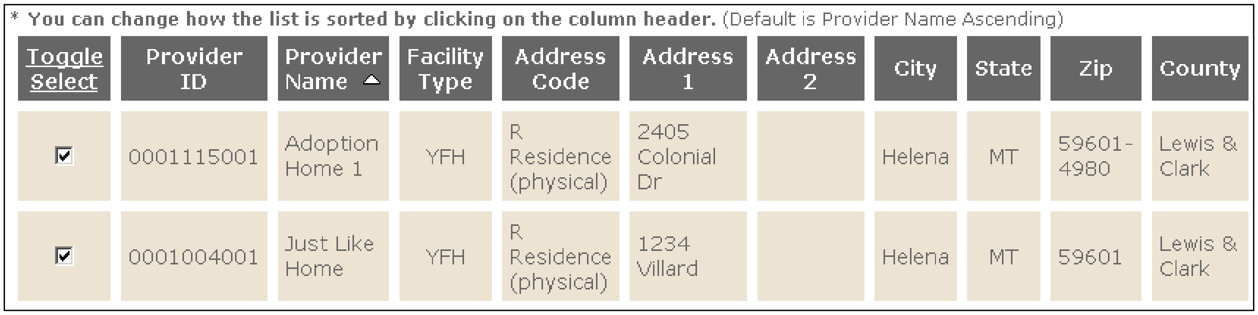
**Instructions:**

- Check each provider to include in the label process. You may click on Toggle Select to select/deselect all labels.
- Click PDF Labels button to create and download PDF labels for printing on specified Avery Label types.
  **OR**
  Click Mail Merge to download and save a data file for creating labels using Microsoft Mail Merge. For help with Microsoft Mail Merge, Click Here!

The top part of the page will display the criteria used to generate the list (in this case, I submitted a request for all active YFH (Youth Foster Home) facilities in County 25 (Lewis & Clark).

Instructions for selecting providers and how to use the PDF labels and Mail Merge features are also listed for you.

- NOTE: Creating labels using the PDF Labels option or the Mail Merge option are heavily dependent on additional settings on your personal computer. If there are problems printing the labels created using CAPS DocGen, it may have to do with those settings in Adobe (PDF) or Word (Mail Merge). Please keep that in mind when creating labels!

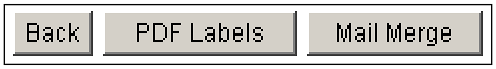


* **You can change how the list is sorted by clicking on the column header.** (Default is Provider Name Ascending)

| Toggle Select | Provider ID | Provider Name ▲ | Facility Type | Address Code | Address 1 | Address 2 | City | State | Zip | County |
|---|---|---|---|---|---|---|---|---|---|---|
| ☑ | 0001115001 | Adoption Home 1 | YFH | R Residence (physical) | 2405 Colonial Dr |  | Helena | MT | 59601-4980 | Lewis & Clark |
| ☑ | 0001004001 | Just Like Home | YFH | R Residence (physical) | 1234 Villard |  | Helena | MT | 59601 | Lewis & Clark |

The list will display all providers who match the criteria entered on the CAPS Provider Labels Request page. Information displayed includes, Select Option, Provider ID, Provider Name, Facility Type, Address Code, Address 1, Address 2, City, State, Zip and County.

- All facilities will default as selected for a label. You can click TOGGLE SELECT to UNSELECT all facilities. You can also select/unselect individual facilities by clicking the check box next to each facility.
- The list will automatically be sorted in ascending order by PROVIDER NAME. You can change the sort order of the list by clicking on any column header.



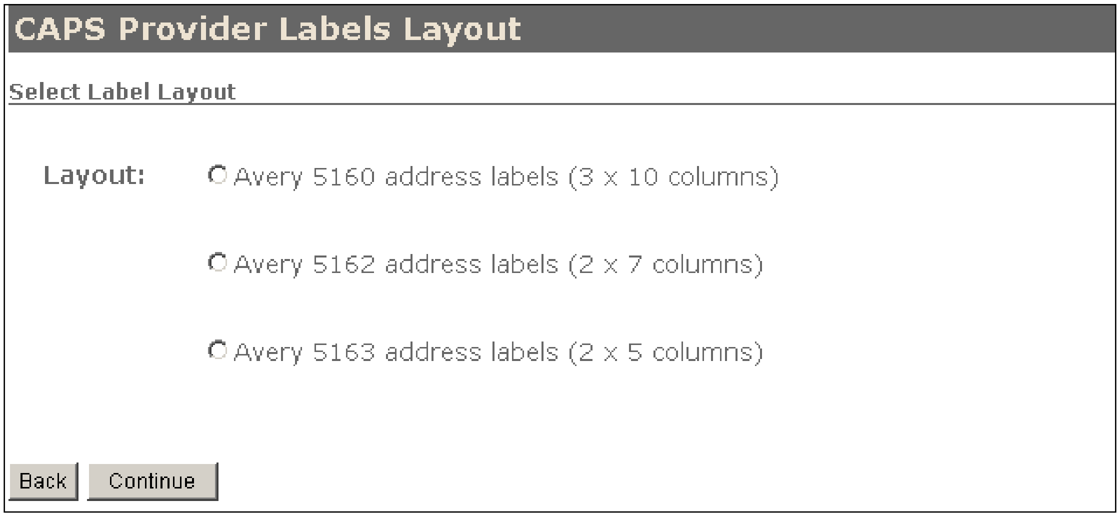
Clicking the BACK button will return you to the CAPS Provider Labels Request page.

Clicking the PDF Labels button will take you to the CAPS Provider Labels Layout page.

Clicking the MAIL MERGE button will create a merge file arranged in table format. This file will contain the address information for the providers checked on the list.

## PDF Labels

The CAPS Provider Labels Layout page looks like this:



CAPS Provider Labels Layout

Select Label Layout

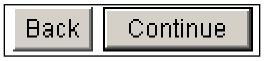
Layout: ○ Avery 5160 address labels (3 x 10 columns)

○ Avery 5162 address labels (2 x 7 columns)

○ Avery 5163 address labels (2 x 5 columns)

You will have the option of selecting one of three different label sizes. You must select one of the layouts in order to continue processing your labels request. If a Layout is not selected, you will receive an error message when you attempt to submit your request that a Label Layout is required.

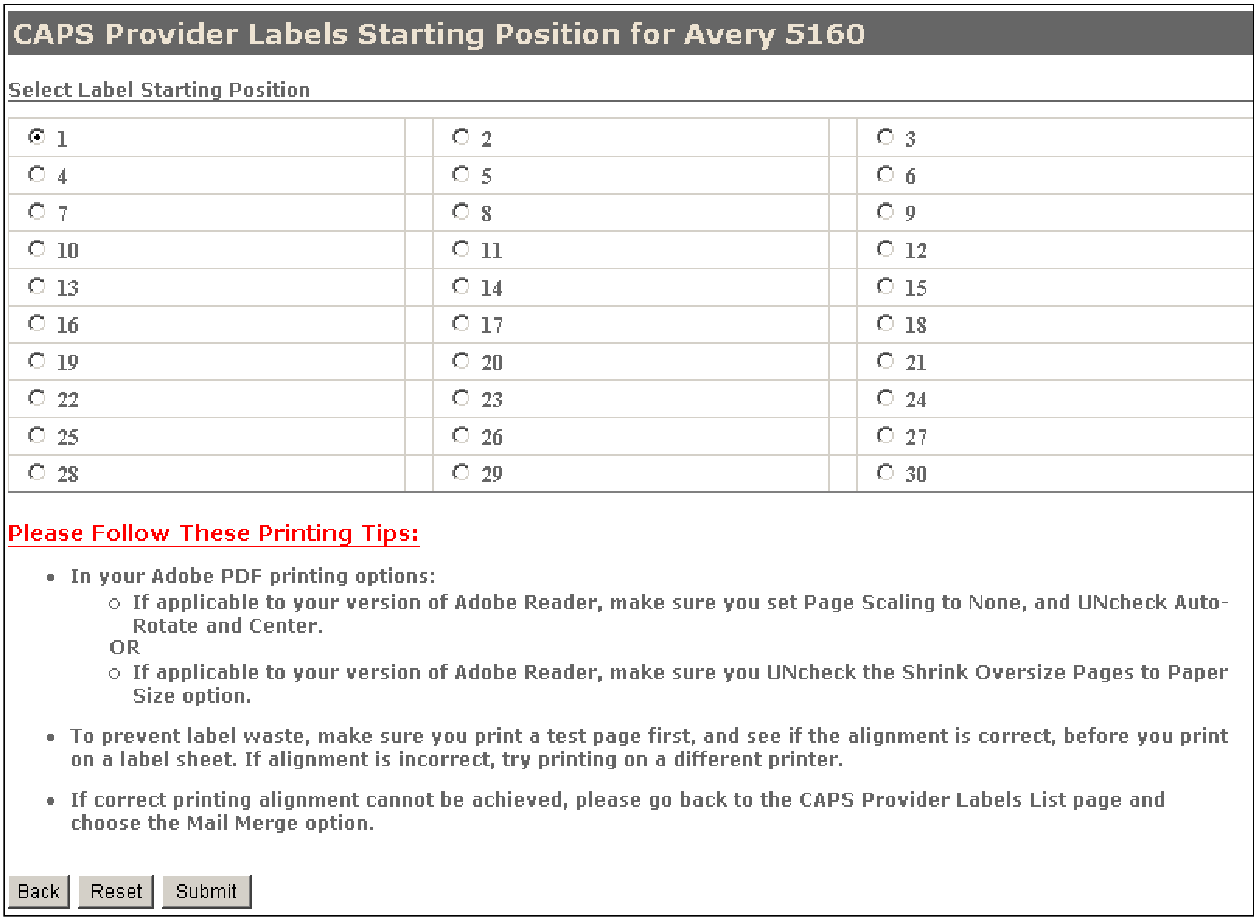
- Avery 5160 address labels. These labels contain sheets of 30 labels (3 across and 10 down.) These labels would be appropriate for regular letter sized envelopes.
- Avery 5162 address labels. These labels contain sheets of 14 labels (2 across and 7 down.) These labels would be appropriate for larger envelopes.
- Avery 5163 address labels. These labels contain sheets of 10 labels (2 across and 5 down.) These labels would be appropriate for larger envelopes or packages.



Clicking the BACK button will return you to the CAPS Provider Labels List page.

Clicking the CONTINUE button will take you to the CAPS Provider Labels Starting Position page.

The CAPS Provider Labels Starting Position page looks like this:



CAPS Provider Labels Starting Position for Avery 5160

Select Label Starting Position

| | | |
|---|---|---|
| ● 1 | ○ 2 | ○ 3 |
| ○ 4 | ○ 5 | ○ 6 |
| ○ 7 | ○ 8 | ○ 9 |
| ○ 10 | ○ 11 | ○ 12 |
| ○ 13 | ○ 14 | ○ 15 |
| ○ 16 | ○ 17 | ○ 18 |
| ○ 19 | ○ 20 | ○ 21 |
| ○ 22 | ○ 23 | ○ 24 |
| ○ 25 | ○ 26 | ○ 27 |
| ○ 28 | ○ 29 | ○ 30 |

Please Follow These Printing Tips:

- In your Adobe PDF printing options:
  - If applicable to your version of Adobe Reader, make sure you set Page Scaling to None, and UNcheck Auto-Rotate and Center.

  OR
  - If applicable to your version of Adobe Reader, make sure you UNcheck the Shrink Oversize Pages to Paper Size option.
- To prevent label waste, make sure you print a test page first, and see if the alignment is correct, before you print on a label sheet. If alignment is incorrect, try printing on a different printer.
- If correct printing alignment cannot be achieved, please go back to the CAPS Provider Labels List page and choose the Mail Merge option.

This page will allow you to select the starting position for your labels, based on the type of label you selected (5160, 5162 or 5163.) This is so you can utilize partially used sheets of labels and not have any label waste! Select the radio button in front of the desired starting position and that is where the first label will print.

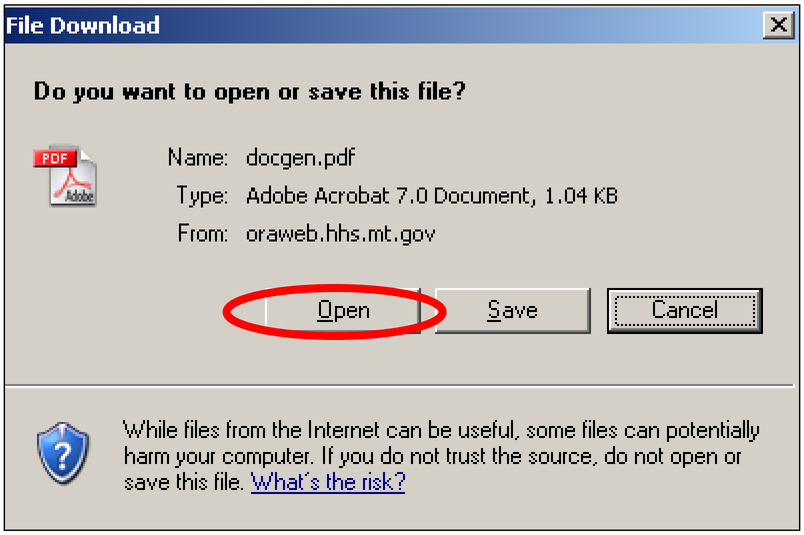
This page also contains some PRINTING TIPS for PDF labels. **Please pay close attention to these tips as they may affect the result of your printed labels**.

- ➢ Setting your page scaling to none and unchecking auto-rotate and center is something you will need to verify each time you print labels in the PDF format.
- ➢ Where these settings are located are dependent on the version of Adobe Reader you have on your machine.
- ➢ It is always recommended that you print a "test page" (print your PDF document on regular paper) before you attempt to print on an actual sheet of labels. This will allow you to verify alignment.

Back
Reset
Submit

Clicking the BACK button will return you to the CAPS Provider Labels Layout page.
Clicking the RESET button will set the label starting position back to "1".
Clicking the SUBMIT button will create the PDF document for your labels. When you click the

SUBMIT button you will receive a File Download box that looks like this:

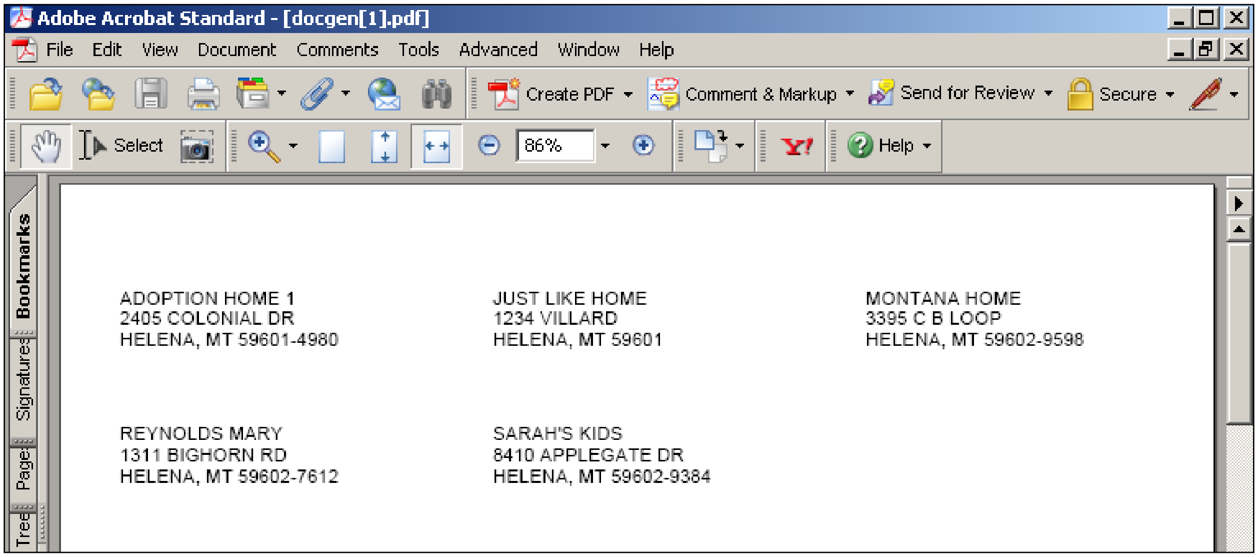

File Download
Open
Save
Cancel
What's the risk?

Do you want to open or save this file?

Name: docgen.pdf
Type: Adobe Acrobat 7.0 Document, 1.04 KB
From: oraweb.hhs.mt.gov

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Click OPEN to generate the PDF document. You should then receive a document that looks similar to this (again, based on the label type you selected):


Adobe Acrobat Standard - [docgen[1].pdf]
File
Edit
View
Document
Comments
Tools
Advanced
Window
Help
Create PDF
Comment & Markup
Send for Review
Secure
Select
86%
Help
Bookmarks
Signatures
Pages
Tree

ADOPTION HOME 1
2405 COLONIAL DR
HELENA, MT 59601-4980

JUST LIKE HOME
1234 VILLARD
HELENA, MT 59601

MONTANA HOME
3395 C B LOOP
HELENA, MT 59602-9598

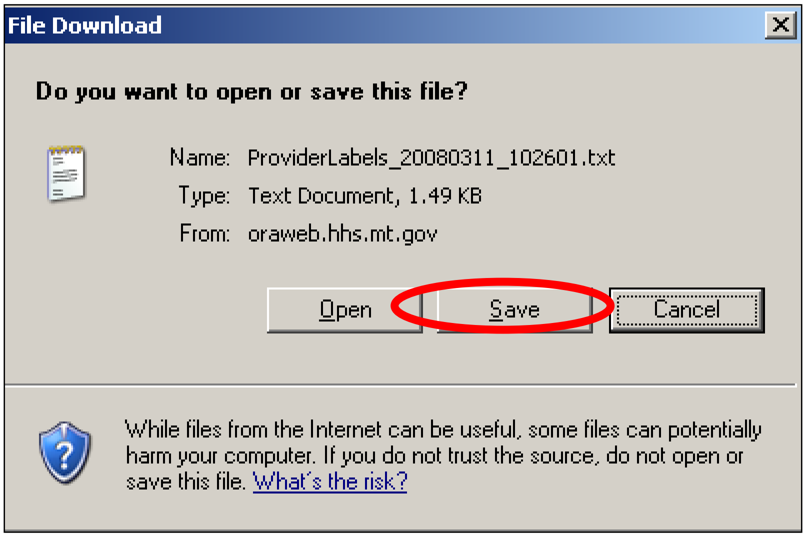
REYNOLDS MARY
1311 BIGHORN RD
HELENA, MT 59602-7612

SARAH'S KIDS
8410 APPLEGATE DR
HELENA, MT 59602-9384

Once the PDF document has been created, you can print your labels just like you print any other document.

## Mail Merge

When you click the MAIL MERGE button on the CAPS Provider Labels List page, you will receive a File Download box that looks like this:

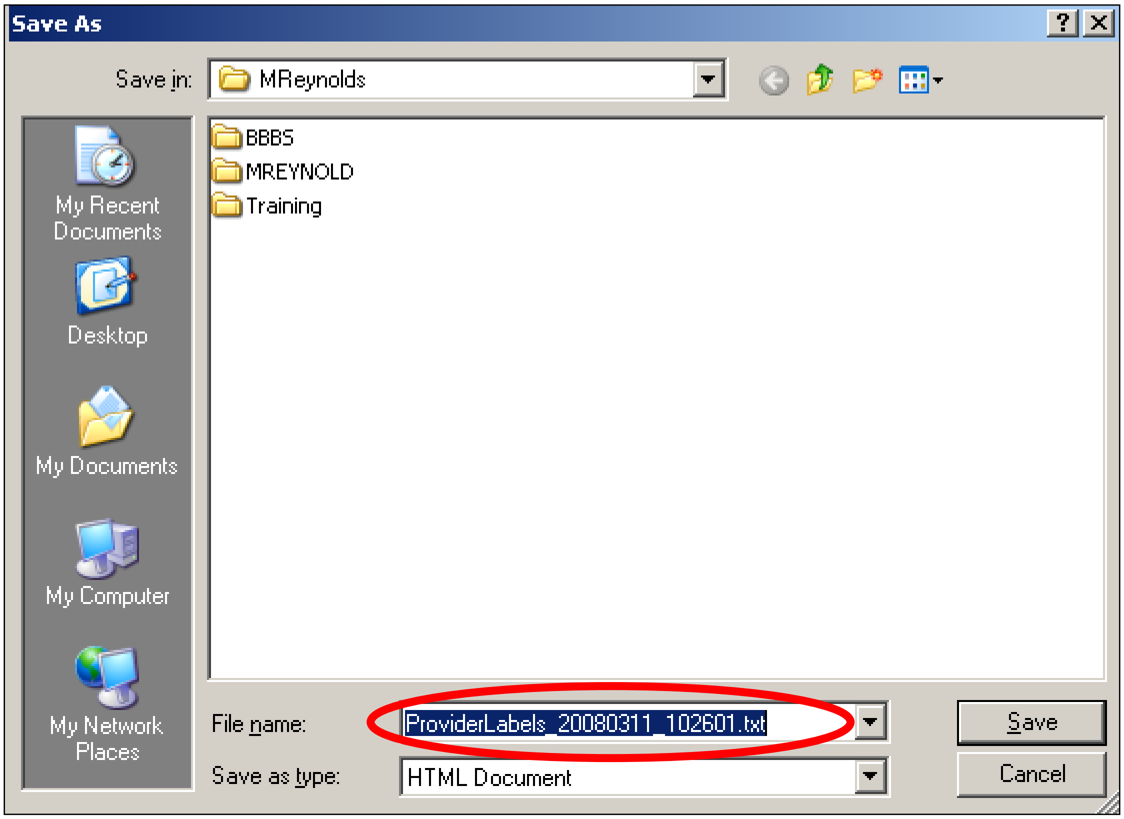

File Download
Open
Save
Cancel

Do you want to open or save this file?

Name: ProviderLabels_20080311_102601.txt
Type: Text Document, 1.49 KB
From: oraweb.hhs.mt.gov

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Click SAVE to save the file to your computer. You should receive a Save As box that looks similar to this:


Save As
My Recent Documents
Desktop
My Documents
My Computer
My Network Places
BBBS
MREYNOLD
Training
Save
Cancel

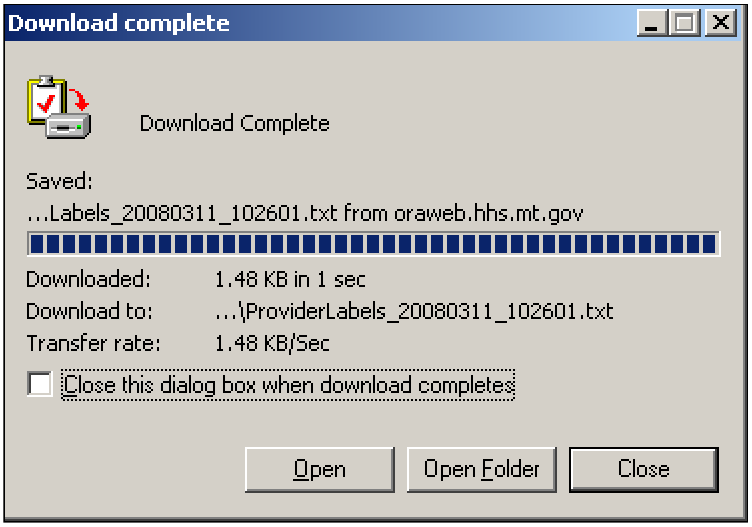
Save in: MReynolds
File name: ProviderLabels_20080311_102601.txt
Save as type: HTML Document

When the Save As box appears, click SAVE. You can store the document wherever you typically save files on your computer. This may be different for each worker.

- The file will be saved as a .txt file – do not change the file extension as this can affect the ability to merge the file into your main document later.

- The file name will default to “ProviderLabels_YYYYMMDD_HHMMSS.txt” where YYYYMMDD = current date and HHMMSS = current time.

When you click SAVE, you may receive a Download Complete box that looks like this:



Download Complete

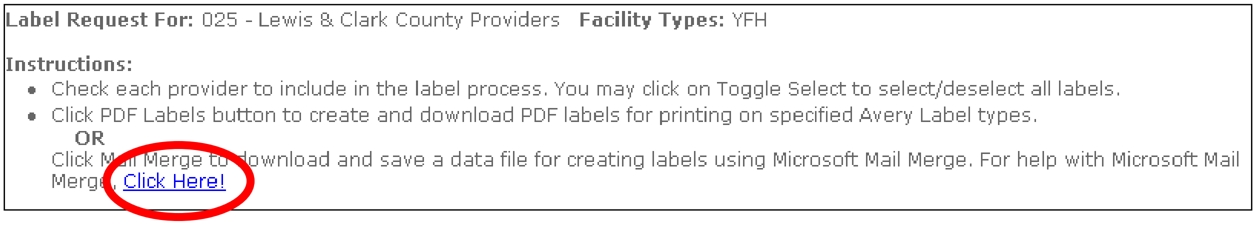
Saved:
...Labels_20080311_102601.txt from oraweb.hhs.mt.gov

Downloaded: 1.48 KB in 1 sec
Download to: ...\ProviderLabels_20080311_102601.txt
Transfer rate: 1.48 KB/Sec

☐ Close this dialog box when download completes

You can click CLOSE at this point. You will use the file later when you perform the Mail Merge in Word.

- For assistance with using the Mail Merge feature in Word, click on the “click here” link located in the instructions area of the CAPS Provider Labels List page



**Label Request For:** 025 - Lewis & Clark County Providers **Facility Types:** YFH

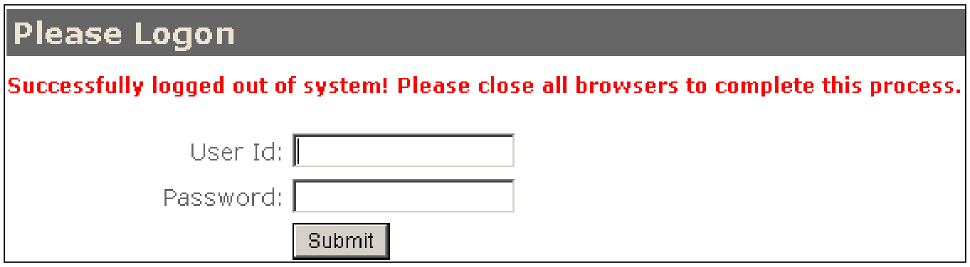
**Instructions:**

- Check each provider to include in the label process. You may click on Toggle Select to select/deselect all labels.
- Click PDF Labels button to create and download PDF labels for printing on specified Avery Label types.
  **OR**
  Click Mail Merge to download and save a data file for creating labels using Microsoft Mail Merge. For help with Microsoft Mail Merge, Click Here!

## Logout Button

This is the button you will select when you are finished using the CAPS DocGen system. **It is important that you click the logout button when you are ready to leave this system. DO NOT simply click the “X” or select FILE, CLOSE.**

When you select the Logout button, you will be taken back to the Logon screen where you should see the following:


Please Logon

Successfully logged out of system! Please close all browsers to complete this process.

User Id:
Password:
Submit

Once you receive this message, then you can click the "X" or select FILE, CLOSE. This will completely log you out of the CAPS DocGen system.